Searching for Benefit Events Overview

This Job Aid provides guidance on how to search for specific benefit events in Cardinal. An agency benefits administrator (BA) would use this job aid when they needed to look for certain types of events, for example: Hire or Life Events that were open and in need of enrollment. A BA could also use this job aid to search for events that were in a status of errored.
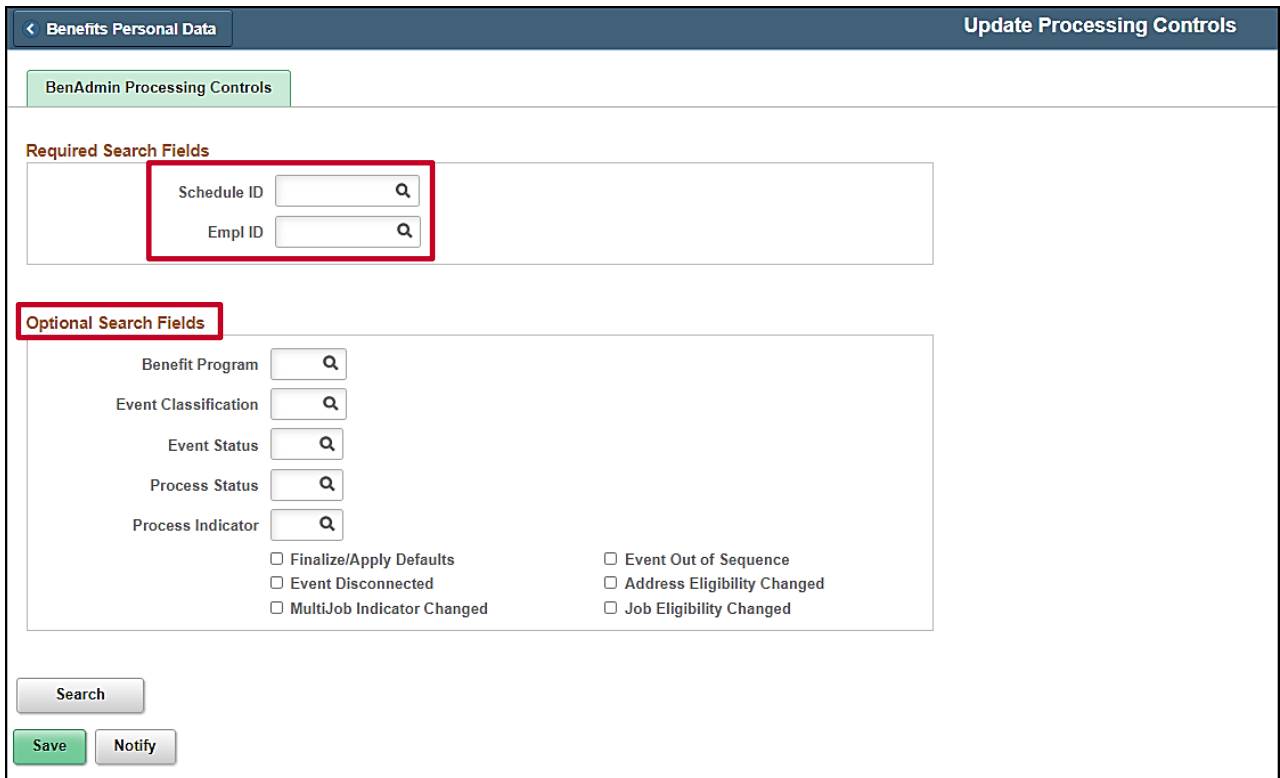
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Searching for Benefit Events

To search for specific benefit events, the BA must navigate to the **Update Processing Controls** page.

1. Navigate to the **Update Processing Controls** page using the following path:

    Navigator > Benefits > Manage Automated Enrollment > Events > Update Processing Controls

The **Update Processing Controls** page displays.

2. Enter the **Schedule ID** or **Empl ID** in the applicable Required Search Field.

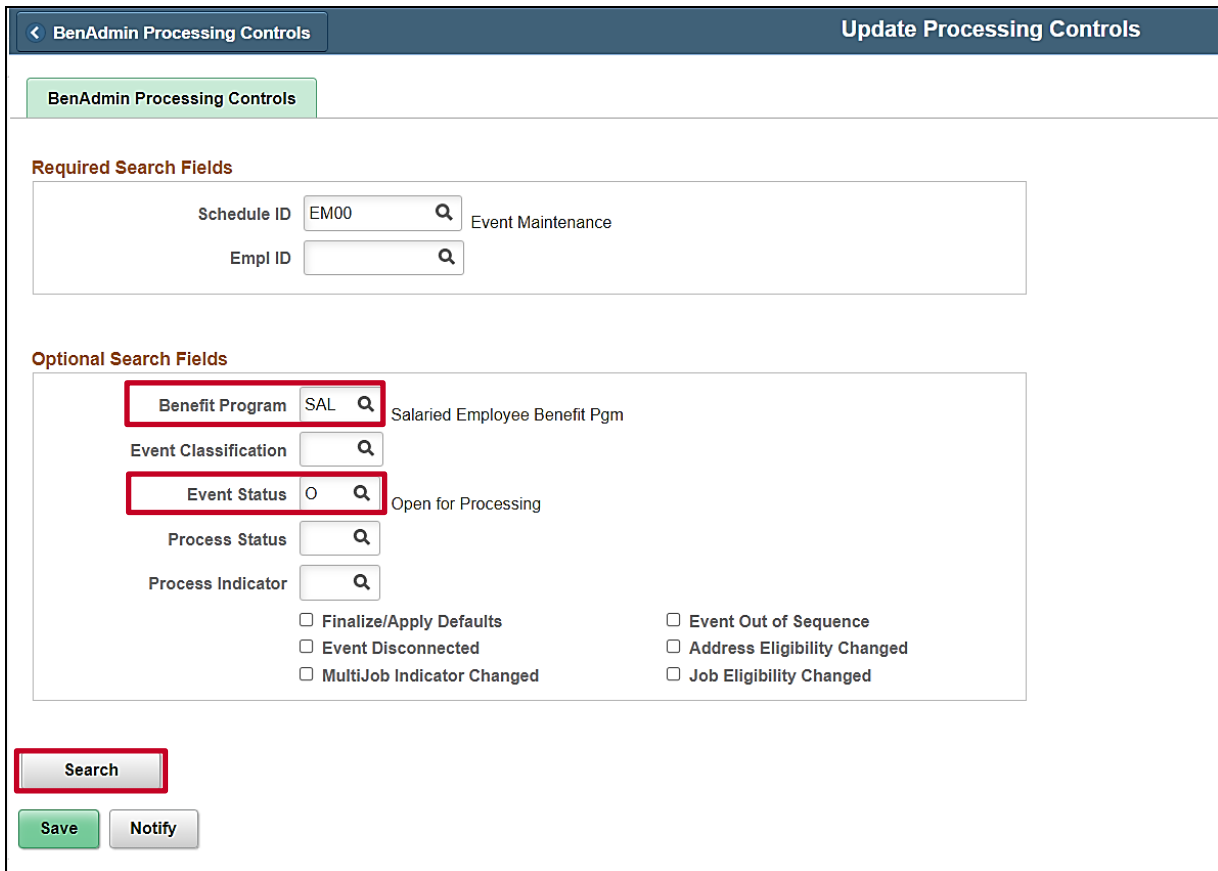3. Enter Optional Search criteria, as needed, in the applicable **Optional Search Fields** section**.**

    Note: Under the **Optional Search Fields** section there are several search options with specific characteristics useful for an Agency BA to be able to search for items such as Open events with an Event Out of Sequence flag. This can be helpful to identify, review, and address specific scenarios.

Searching for Open Events

To search for an **Open event**, the BA must navigate to the **Update Processing Controls** page.

4. Navigate to the **Update Processing Controls** page using the following path:

   Navigator > Benefits > Manage Automated Enrollment > Events > Update Processing Controls

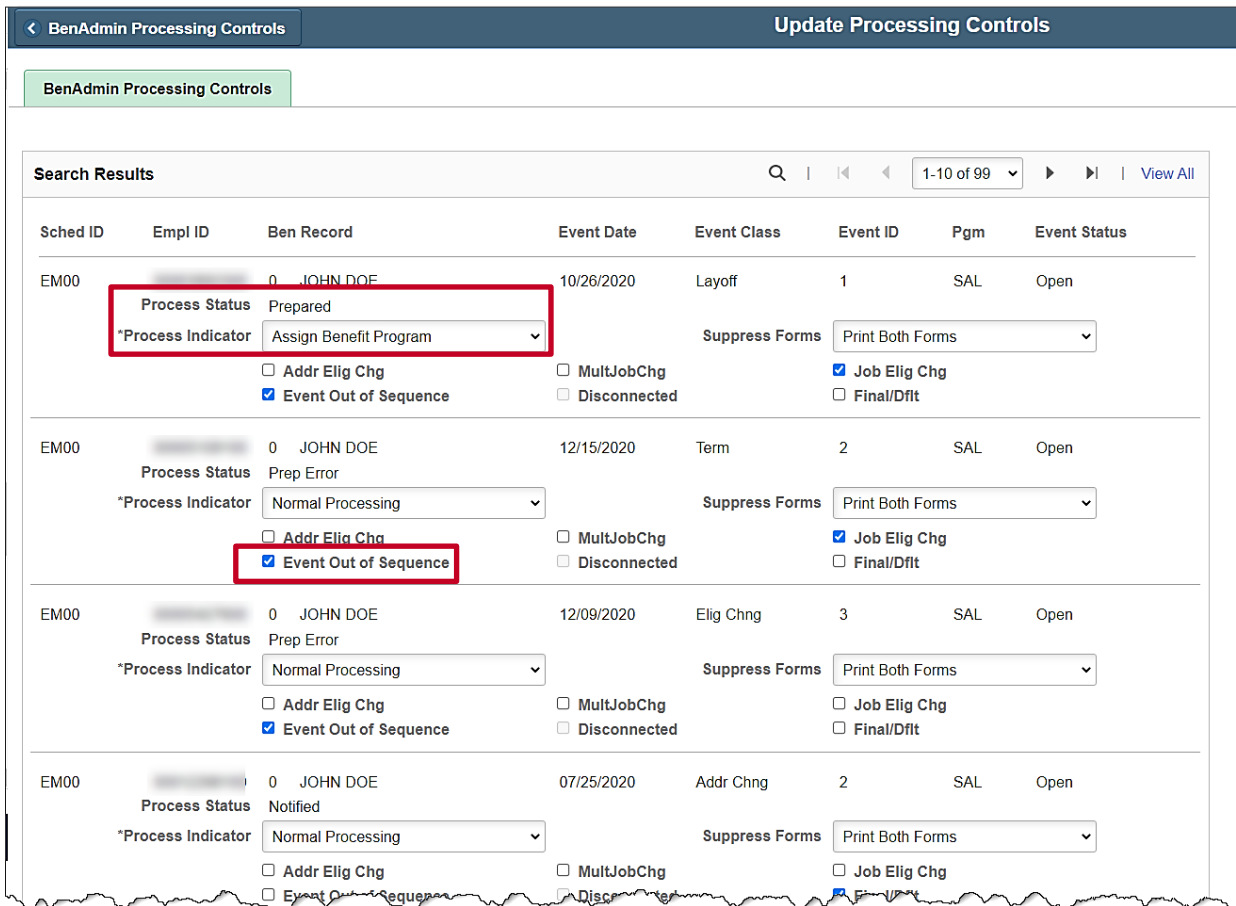5. Type in **SAL** for Benefit Program.

   Note: Leave Benefit Program field blank to view all open events for all Benefit Programs.

6. Enter **Open for Processing** for Event Status.

7. Click **Search**.

The **Update Processing Controls** page displays, and will show all events which meet the criteria from the search.

8. Review the information displayed and proceed accordingly. Some of the important fields are: the **Processing Status**, **Process Indicator**, and if any **Flags** are shown.

Searching for Out of Sequence Events

To search for **Out of Sequence Events**, the BA must navigate to the **Update Processing Controls** page.

9.   Navigate to the **Update Processing Controls** page using the following path:

Navigator > Benefits > Manage Automated Enrollment > Events > Update Processing Controls

10.   Type in **SAL** for Benefit Program.

11.   Check the box next to **Event Out of Sequence**.

12.   Click **Search**.

The **Update Processing Controls** page displays. All events which meet the criteria from the search are displayed.
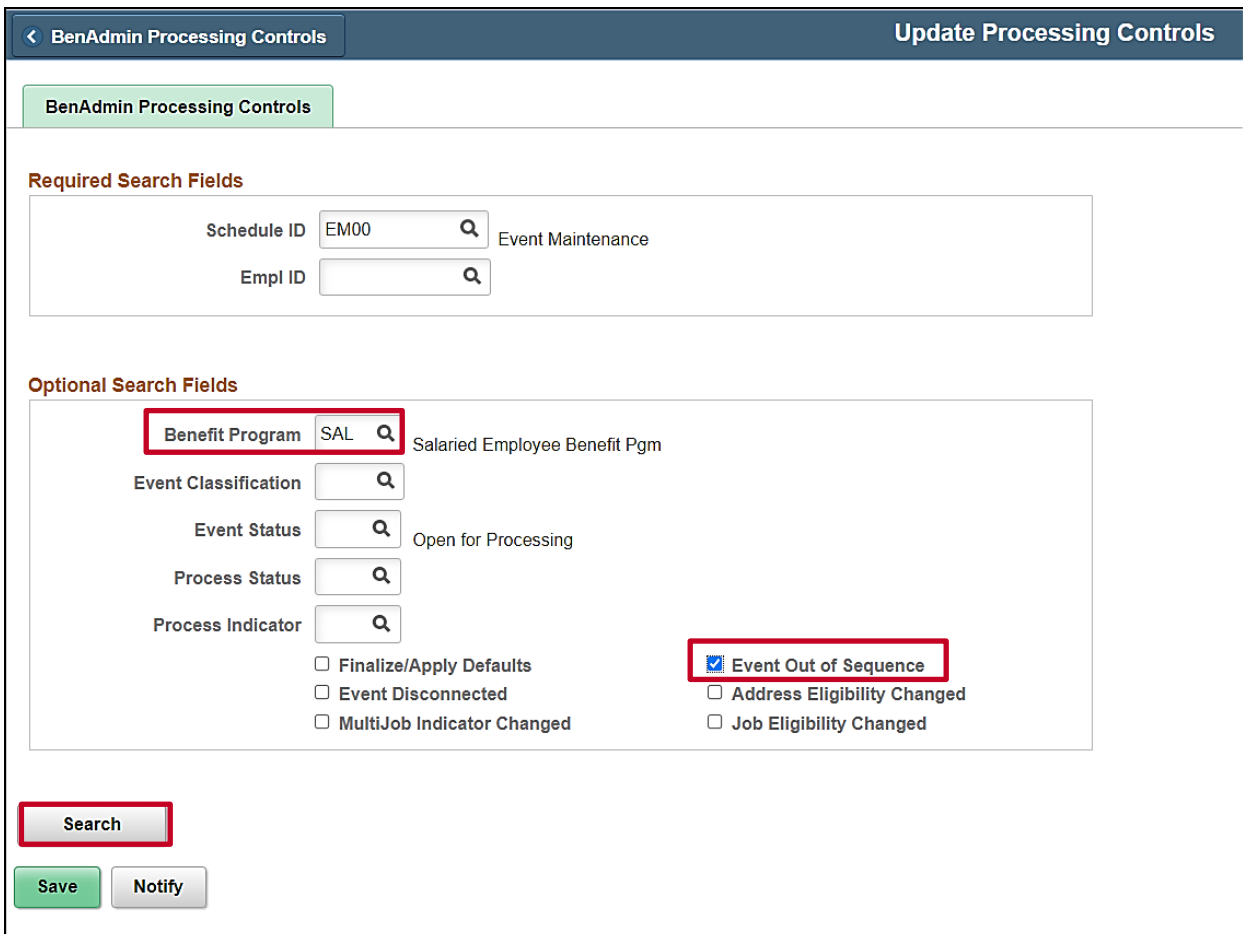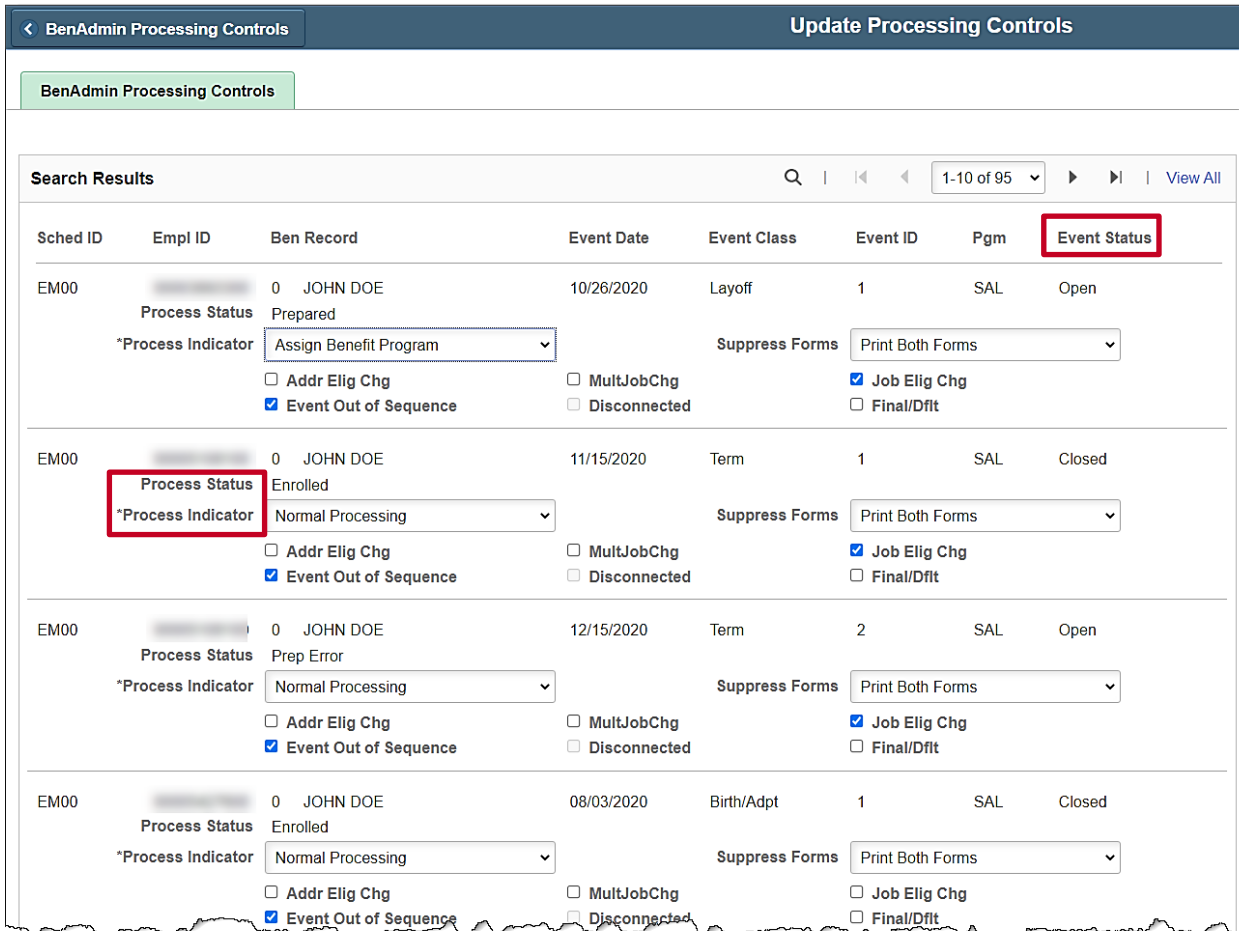

13. Review the information displayed and proceed accordingly. Some of the important fields are: the **Processing Status**, **Process Indicator**, and **Event Status**.

    Note: Typically, the Benefit Administrator would determine if a flag can be removed, or an event needs to be set for reprocessing. When Benefits Administration runs in batch, each event will be processed in the same manner as if the entry was performed on the **On-Demand** page and manually processed. The **Employee Process Status Report** will also provide a list of all employees in a schedule with process statuses, but the Agency BA cannot select on the flag indicator values.